



More information on AVR Customer Service may be found at: <http://www.faa.gov/avr/customer-service/index.cfm>
Regulation and Certification (AVR), Federal Aviation Administration

My supervisor/manager's telephone #: _____

My supervisor/manager's name: _____

My office address:

When an AVR action is questioned or disputed by a customer, decision-makers in the management chain, at each level, are expected to thoroughly review the matter and be accountable for answers provided.

AVR CUSTOMERS
FAA Certificate Holders
Applicants
The Public



REGULATION AND CERTIFICATION

CUSTOMER SERVICE PRINCIPLES

SERVICE INTEGRITY COMPETENCE ACCOUNTABILITY PARTNERSHIP

DEDICATED PROFESSIONALS WORKING TOGETHER TO MAKE A TRUE SAFETY DIFFERENCE

CUSTOMER SERVICE REVIEW CHECKLIST

Have I considered?

- ☐ The issue
- ☐ Customer and FAA perspective on the issue
- ☐ Information and materials presented to the FAA by the customer
- ☐ Type of review conducted (telephone call, meeting, etc.)
- ☐ Meetings with or telephone calls to customer to get his/her version of the situation
- ☐ Relevant regulations
- ☐ Relevant FAA guidance (i.e., AC's, Orders)
- ☐ Applicable legal interpretations or decisions (precedents)
- ☐ Ambiguities or inconsistencies in regulations and guidance or in customer's communications (explain)
- ☐ Prior FAA history with this customer (what issues, what decisions, etc.)
- ☐ Offices, regions, or directorates that have dealt with this customer (on this issue; on other issues)
- ☐ Prior FAA history/decisions with other customers on this or similar issues (precedents)
- ☐ Any other questions deemed appropriate
- ☐ List agreed upon facts that apply to this issue

*Is there chronological documentation of the reviews
accomplished at each level?*